



Australian Government

PSPHRM012 Provide a consultancy service for human resource management

Release: 1

PSPHRM012 Provide a consultancy service for human resource management

Modification History

Supersedes and is not equivalent to PSPHRM002 Provide a consultancy service for human resource management.

Application

This unit describes the performance outcome, skills and knowledge required to provide human resource information and advice to assist managers and others to deal with human resource matters.

This unit applies to those working in roles which facilitate effective implementation of processes and practices related to human resources according to organisation policies and procedures. Those undertaking this unit work independently, performing complex tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Human resource management

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Source and use information to identify consultancy requirements.
 - 1.1. Conduct consultation with key stakeholders to identify the needs of those who use human resource services in the organisation.
 - 1.2. Analyse information needs, learning requirements and resources required for provision of human resource services.
 - 1.3. Provide advice to management and key stakeholders on requirements for delivery of human resource services.
 - 1.4. Share information with stakeholders to explain objectives, parameters, and performance standards for human resource services delivered through others.
2. Promote an understanding of human resource consultancy services.
 - 2.1. Provide information, advice, training and support on the organisation's human resource policies and procedures and their purpose.
 - 2.2. Apply information and support strategies to meet the needs of diverse audiences.
 - 2.3. Identify and explain available expertise and parameters of human resource consultancy services to facilitate organisational awareness and access.
 - 2.4. Encourage stakeholders to identify aspects of the service most significant to their work group objectives.
 - 2.5. Apply limits of own authority and expertise and make referrals based on knowledge of available resources.
3. Advise on organisation level linkages.
 - 3.1. Consult organisational business plans and identify linkages to organisational strategic human resource policies and procedures.
 - 3.2. Ensure own knowledge of broad organisational development issues is maintained and current.
 - 3.3. Communicate relevant strategic human resource information to stakeholders to ensure they are up to date with changes in human resource policies and procedures.
4. Review the consultancy service.
 - 4.1. Identify and use different sources of data to measure effectiveness of the consultancy service.
 - 4.2. Collaborate with users of the service to analyse and report on outcomes.
 - 4.3. Identify and implement improvements based on review.
 - 4.4. Convey information received to inform policy and service changes.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret policy and complex formal documents.
Writing skills to:	• create documents that convey ideas, information, actions and outcomes.
Oral communication skills to:	• explain policy and complex formal documents and assist others to apply them in the workplace • provide constructive feedback to present viable options human resources solution • present evidence-based information in advice and support provided to others.
Numeracy skills to:	• source and present numerical data to substantiate information.

Unit Mapping Information

Supersedes and is not equivalent to PSPHRM002 Provide a consultancy service for human resource management.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPHRM012 Provide a consultancy service for human resource management

Modification History

Supersedes and is not equivalent to PSPHRM002 Provide a consultancy service for human resource management.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- explain the purpose and relevance of two examples of human resource (HR) policies to a line management stakeholder and:
 - identify how HR could measure the effectiveness of the advice
 - interpret and present the findings of an HR report, including the implications for own work area in relation to meeting their requirements.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- full range of human resource functions where line managers and other non-specialists have a human resource role
- human resource policies and practices and documents to support advice given
- relevant awards, legislation and agreements pertaining to employment framework and conditions
- employment contracts and applicable organisational certified agreements
- jurisdictional legislation that applies to human resources including work health safety and wellbeing, equity, inclusion and anti-discrimination
- organisation policy development and review process
- evidence-based decision-making principles
- valid and reliable sources of updates for relevant human resource information.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- relevant awards, legislation and agreements pertaining to employment framework and conditions
- employment contracts and applicable organisational certified agreements

- jurisdictional legislation that applies to human resources, including work health safety and wellbeing, equity, inclusion and anti-discrimination
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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